

ATTITUDE

"The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or even do. It is more important than appearance, giftedness or skill. It will make or break a company . . . a church . . . a home. The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past . . . we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the string we have, and that is our attitude. I am convinced that life is 10 percent what happens to me and 90 percent how I react to it. And so it is with you . . . we are in charge of our attitudes!"

-Charles Swindoll

CUSTOMER SERVICE

The customer is always right?

The Customer _____.

Customer



**Everyone in our
organization**

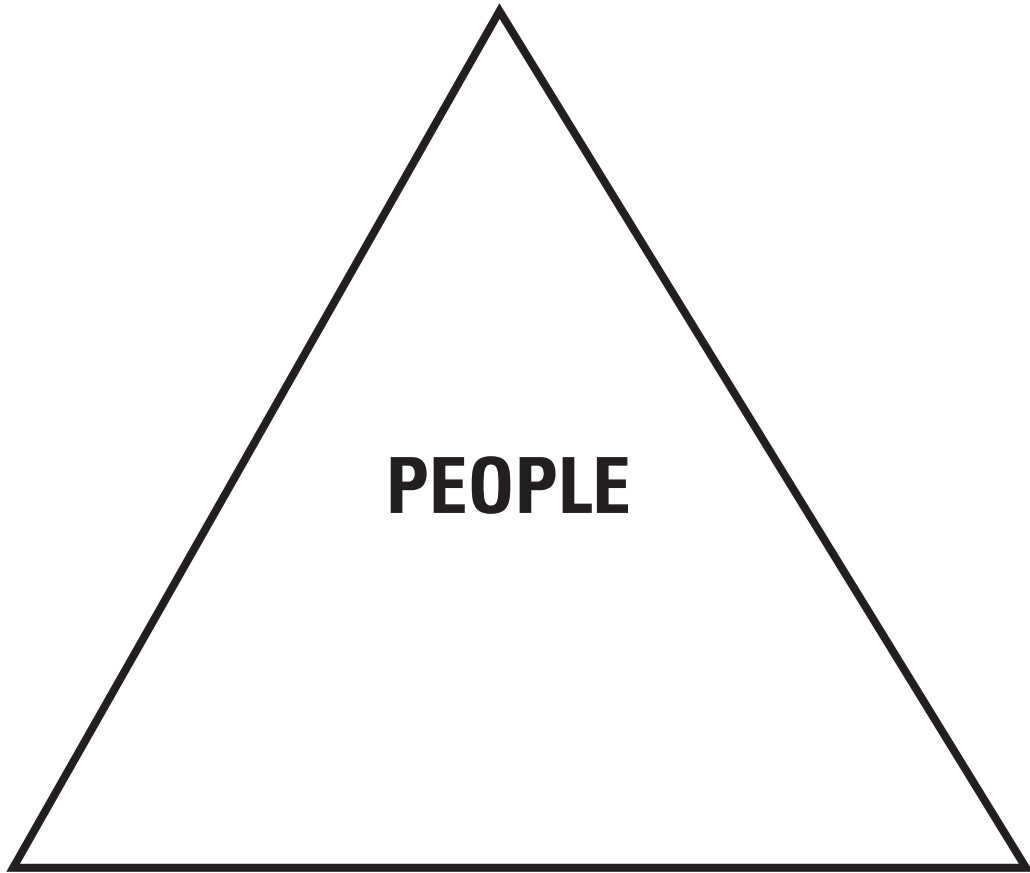
**“IT’S ALWAYS A
PEOPLE THING”**

VISION

PEOPLE

INTEGRITY

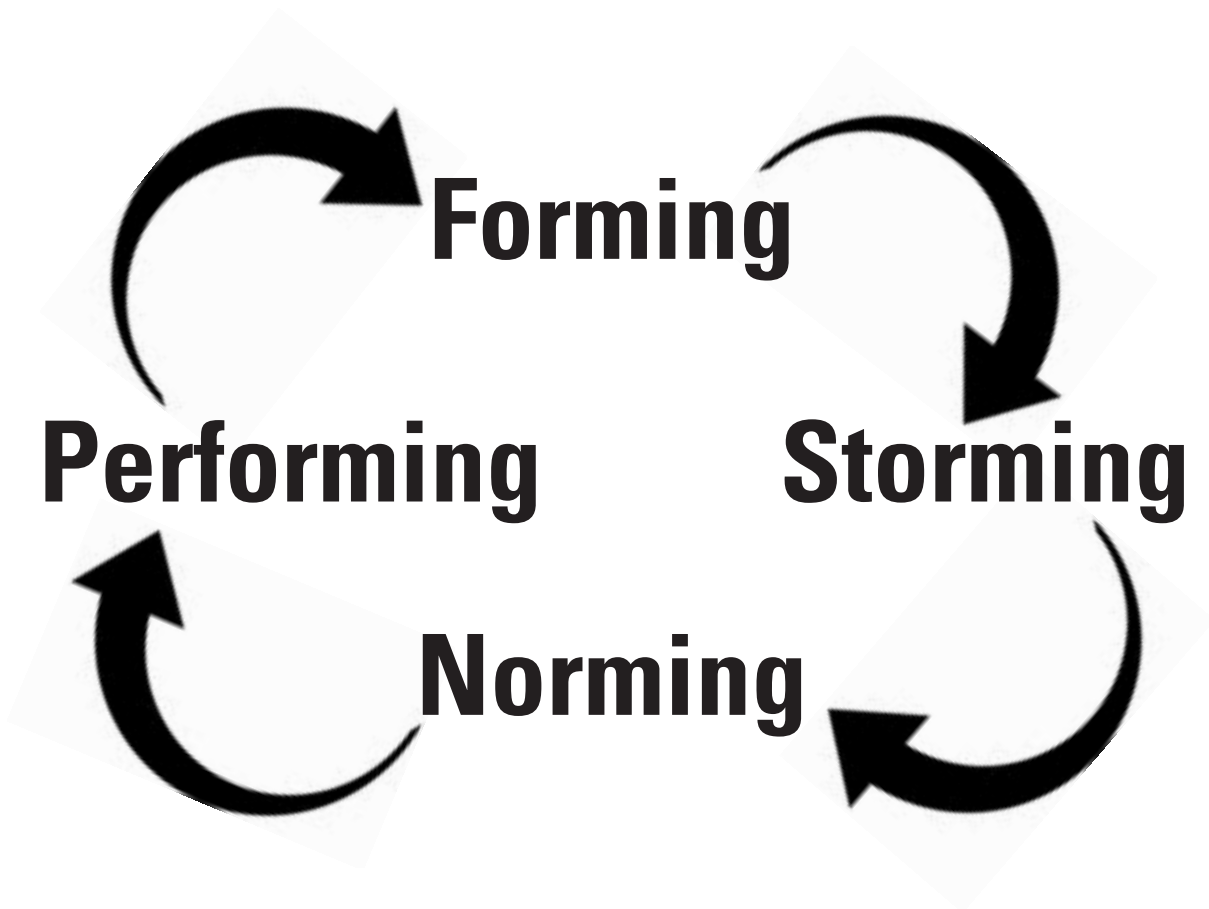
COMPASSION



FOUR HUMAN NEEDS

- 1. Welcome**
- 2. Understood**
- 3. Comfortable**
- 4. Important**

THE FOUR STAGES OF TEAMBUILDING



“TWO HUMAN STYLES”

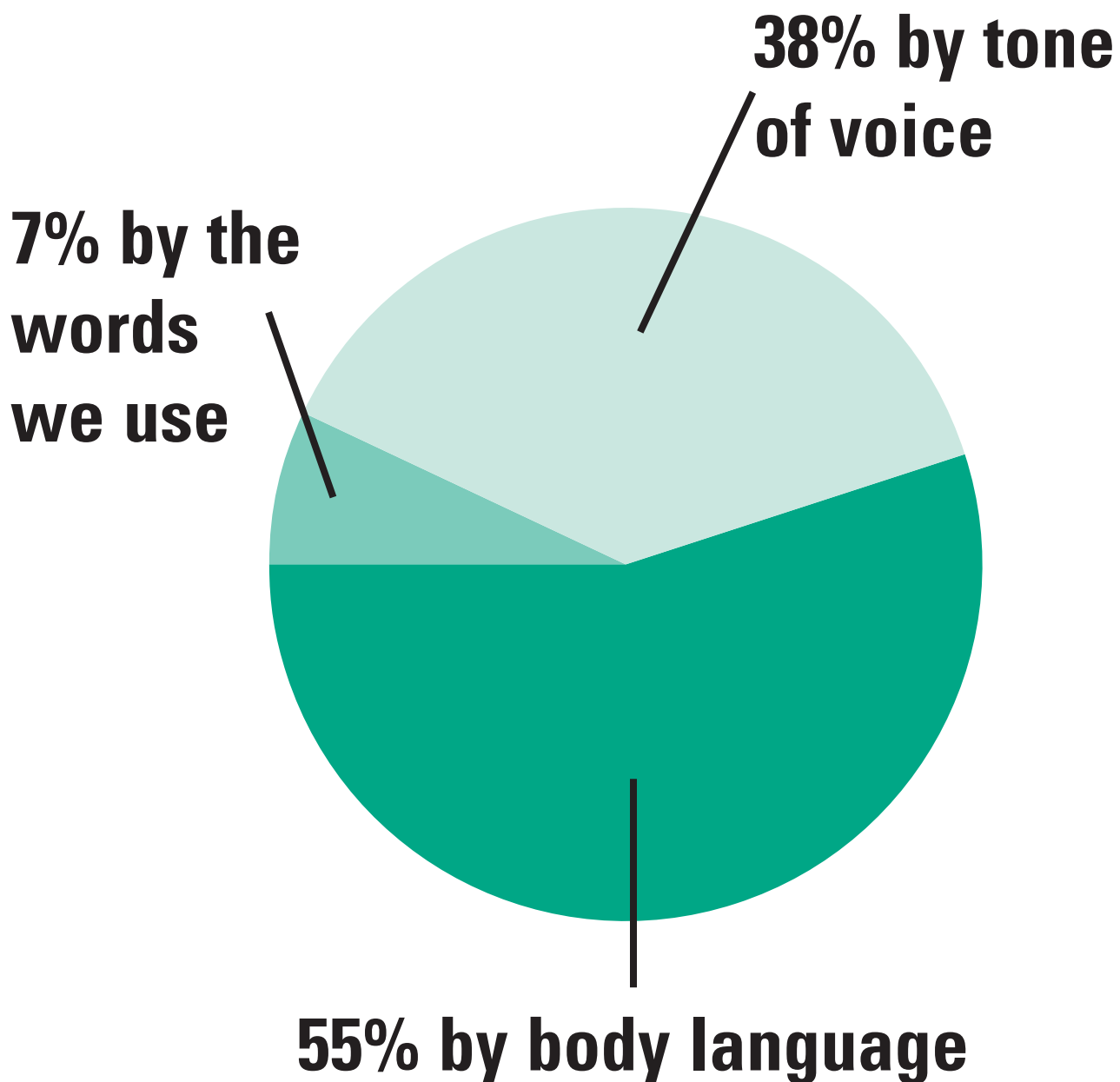
RELATIONSHIP-ORIENTED



A Venn diagram consisting of two overlapping circles. The top circle is labeled 'RELATIONSHIP-ORIENTED' and the bottom circle is labeled 'TASK-ORIENTED'. The circles overlap in the center, creating a lens-shaped intersection.

TASK-ORIENTED

HOW WE COMMUNICATE



“Put the Human Back Into Being”

FIVE KINDS OF LISTENING

1. **Ignoring**
2. **Pretending**
3. **Selective**
4. **Attentive**
5. **ACTIVE**

LEVELS OF CONFLICT

Level I: Facts/data

Level II: Processes/methods

Level III: Goals/priorities

Level IV: Values

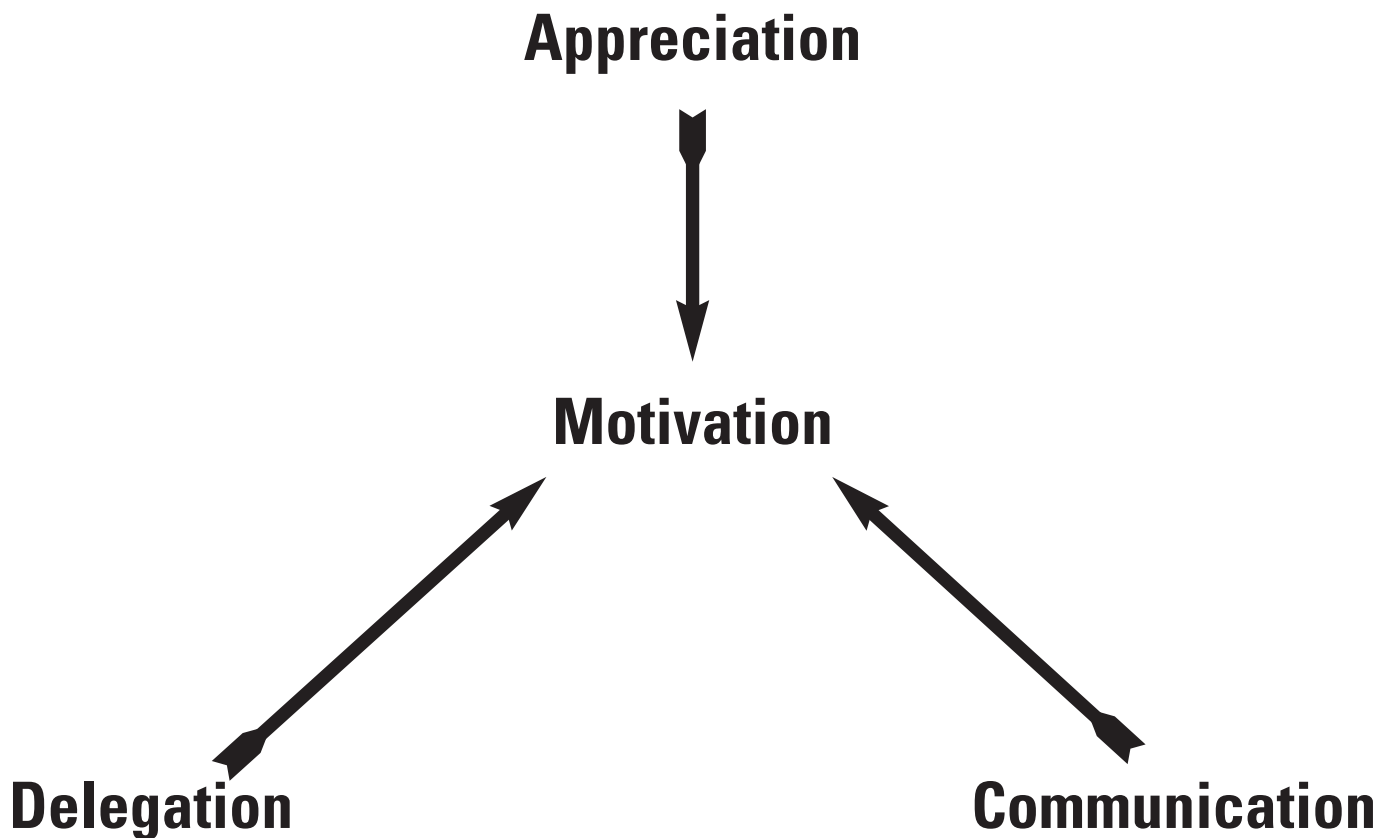
**The goal of conflict management is to
create win-win solutions.**

HOW TO SETTLE CASES . . .

OUT OF COURT

- * I've noticed . . . (behavior) and I'm concerned . . . (affect of behavior)**
- * However, I'm sure you have your reasons and I'm open to hear them
(Allow response)**
- * What do you think can be the best way to resolve this? (Seek solution)**
- * I agree with you. Let's follow-up next week. What do you think?**
- * Thanks for your understanding.**

“THE CANNOLI FACTOR”



**Separate personal and professional deposits in
your employee's bank account.**

THREE STAGES OF CHANGING BEHAVIOR

1.

2.

3.

EXCELLENT CUSTOMER SERVICE IS A BALANCING ACT

